JOB CORPS FOLLOW-UP SURVEYS
Tips for Filing an Appeal

Filing an Appeal
If you believe 6- or 12-month outcome results are inaccurate, you may file an appeal. See PRH Chapter 5, "Job Corps Performance Management System," Appendices 501a, c, & d for complete instructions.

Viewing 6- or 12- Month Survey Data in the Career Transition System (CTS)
CTS providers may use the CTS application to view data from the placement re-verification and 6- and 12-month graduate follow-up surveys. This data includes Service Start Date, Type of Survey, Date Surveyed, Week Surveyed, Pool, Credit, Weekly Wage, and Hourly Wage. To view the data through CTS to verify eligibility for survey bonus pay: 1) log on to the CTS application; 2) click on Manage Student in the menu; 3) select the student using any criteria (i.e., I.D., name, status, etc.). The survey data will then be displayed in a new window. Users who still have access to the SPAMIS PC may also view the same survey data using the SPAMIS Query function. Questions regarding this function can be forwarded to the Help Desk at HelpDesk@jcdc.jobcorps.org or call (800) 598-5008, choose option 2.

Calculating the Survey Week
The **survey week** is the full week prior to the survey date. The **survey week** begins on a Sunday and ends on a Saturday.   For example, if a student was surveyed on July 1, 2003, his survey week would have been June 22 thru June 28, 2003.

Military Placements
Verifications of military placements occur through a variety of methods, including interviews with respondents, third parties (i.e. family members with knowledge of the placement), and additional verification from the U.S. Military Processing Entrance Command (USMPEC) and the Military Pay Information Line.

Supporting Documentation
What supporting documentation should accompany an appeal? **Supporting documentation can be in the form of a pay stub, school transcript, letter (on letterhead stationery) from an employer/school, or CTS designed verification form. All supporting documentation must match the survey week.**
And, all **Center/CTS verification forms** must include the following information:
- date graduate began work or school;
- verification of employment/enrollment during the survey week, plus the number of hours worked/enrolled during the same week;
- verifier's name, signature, phone/fax numbers, company name and address;
- date verification form was completed; and
- a business card or office stamp attached to or photocopied onto the verification form in lieu of letterhead stationery

*(In the case where a company does not have a fax, business card, or letterhead stationery, such as one located in a remote location or a very small company, a typed letter written by the owner and containing proper documentation as per the PRH and information above may be submitted to the National Office for consideration.)

Notification of Appeal Status
Once an appeal has been processed, you will receive notification by mail from the National Office. Credit will appear in the OMS/POMS-10 Summary Reports and will not reappear in the POMS/OMS-20 because the reporting period for these reports will have lapsed. You can re-query CTS to verify the credit.

For More Assistance
Refer to the website www.jobcorpsdata.org_, the PRH Appendices 501a, c & d, or seek "A Guide to the Follow-up Surveys of Former Enrollees and Graduates." If additional assistance is needed, contact Rachel Floyd-Nelson at (202) 693-3120 or e-mail her at floyd-nelson.rachel@dol.gov.